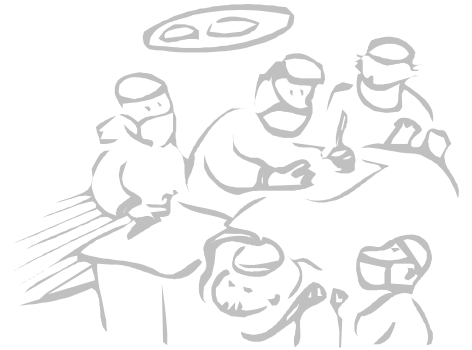


RECOMMENDATIONS FOR DEVELOPING AN OPERATIONAL NARRATIVE FOR HEALTH CARE FACILITIES



Michigan Department of Consumer and Industry Services
Division of Health Facilities & Services
Health Facilities Evaluation Section

BHS/HFS-550

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FOREWORD

The Recommendations for Developing an Operational Narrative is intended to assist health care facilities which are planning new construction, modernizations or additions. It should be used as a tool, using the concepts to identify characteristics and requirements for services even though the specific service may not be identified in this document.

Implementation of a narrative should provide facility staff the basis for logical decision making as well as a mechanism to evaluate ongoing facility operations. The narrative should describe how each area and service will function, including how patients, staff, supplies and other items enter and leave the area. It should also indicate what interim measures or relocations will be necessary during construction. Properly utilized, the narrative will provide the designer with basic information necessary for the development of schematic plans. A narrative must accompany the initial submittal of plans, to allow the reviewer an understanding of planning and design concepts, thus providing a basis for plan evaluation.

A narrative which describes the operational characteristics and special needs of a health care facility is an essential element in the planning process for construction or renovation. This outline is offered to assist health care facility personnel and planning consultants in identifying operational characteristics and space requirements for a proposed project.

I. General Information

- A. Name of Facility
- B. Location (City & County)
- C. Contact person and phone number
- D. Architect name, firm and phone number
- E. Indicate Certificate of Need number, approval date, or present status.
- F. A description of existing or proposed facility to include the following:
 - 1. Number and type of licensed beds;
 - 2. Available Utilities;
 - 3. Type of Construction and number of floors;
 - 4. Private systems (Water, Sewage, etc.); and
 - 5. Type of heating and cooling systems.
- G. Provide small scale floor plan of existing facility showing room usage
- H. Indicate HFES Project Number (If applicable)

II. Planning Analysis (Answer all pertinent items)

- A. A detailed description of proposed project to include the following:
 - 1. New construction, remodeling, or equipment purchases;
 - 2. Changes in bed complement and location;
 - 3. Changes in ancillary services;

4. Cost estimate, including property acquisition, professional services, construction, equipment, etc.; and
 5. Project time table for plan development and construction.
- B. Describe impact of proposed changes to existing ancillary services, and the use of any temporary areas or facilities during construction.
 - C. Identify present or proposed contract services (i.e; laundry, dietary, laboratory, waste handling).
 - D. Describe standby systems providing water, fuel, electricity, and heat.
 - E. Describe the utilization of all vacated and shelled in areas.
 - F. Describe how the construction will be phased to:
 1. Maintain separation of existing patient services and construction activities;
 2. Maintain accessibility to handicappers; and
 3. Maintain the integrity of essential mechanical and electrical systems.
 4. Maintain air flow from patient/resident care related areas towards areas under construction.
 - G. Describe major equipment and systems which are not a part of the construction contract, and will be furnished by the owner.

III. Operational Analysis

The narrative for each affected Department should address the following in addition to those unique departmental characteristics listed under category IV.

- A. List the hours of operation and projected inpatients and outpatients caseload.
- B. Describe circulation and control of visitors, staff, inpatients, and outpatients.
- C. Describe the proposed information and communication systems.
- D. Indicate the number of employees utilizing various staff facilities such as lounges, dining room, toilets, lockers/purse storage, and change rooms.

- E. Describe distribution and collection systems for:
 - 1. food service and nourishments;
 - 2. medications;
 - 3. general supplies;
 - 4. clean and sterile supplies;
 - 5. laundry (clean and soiled);
 - 6. general waste and medical waste materials; and
 - 7. other (i.e.; specimens, records, mail).
 - F. Describe storage needs for:
 - 1. wheelchairs and stretchers used in transporting patients;
 - 2. supplies and linens;
 - 3. specialized equipment (i.e.; portable x-ray, crash cart, scales, suture carts, c-arm x-ray devices, food carts, dispensing machines); and
 - 4. janitorial supplies and equipment.
 - G. Describe specific area needs for administrative functions.
 - H. Describe space needs for teaching programs.
 - I. List all rooms and corresponding square footage.
- IV. Unique Departmental Characteristics (Address only affected departments) The unique departmental characteristics should supplement the operational characteristics requested in category III.
- A. Administration
 - 1. What functions are accommodated in decentralized or off-site locations?
 - 2. Describe special space needs for computers, word processors, record storage, etc.

B. Central Sterile Supply Department

1. List all departments that will be processing and sterilizing instruments, linen, and equipment.
2. Provide a list of specialized processing equipment.

C. Clinic/Outpatient Services

1. Describe the diagnostic and clinical services to be provided.

D. Delivery Suite, Labor Suite and Nursery Area:

1. Labor Suite

- a. Describe any alternative birthing methods and proposed facilities.
- b. Describe the method for storage of patient's clothing and valuables while the patient is in delivery and recovery.

2. Delivery Suite/LDRP

- a. Where will Caesarean sections be performed?
- b. Describe the recovery location and procedures.
- c. Describe the location and facilities for cleaning, processing, and sterilization of instruments.
- d. Describe change facilities available for support person(s) entering the delivery suite/LDRP.
- e. Discuss the rooming-in policy and the number of infants housed in the nursery.
- f. Describe the storage facilities for clean supplies, equipment, soiled and housekeeping materials.

3. Nurseries

- a. Describe the level(s) of care to be provided.

- b. Identify the proposed number of nurseries and bassinets in each nursery.
- c. Describe the space needed for:
 - i. observation;
 - ii. isolation;
 - iii. examination;
 - iv. circumcision;
 - v. formula preparation and storage; and
 - vi. antepartum functions.

E. Dietary

- 1. Describe what system is used for food preparation and service (i.e.; conventional, cook and chill, convenience, blast freezing, etc.)
- 2. Describe any commitments to provide food services outside of the normal patient population, such as a large number of students, meals-on-wheels programs, community group meetings, seminars or other health care facilities.
- 3. How are dining services provided to employees during off hours?
- 4. Indicate the systems available for;
 - a. pot and pan washing; and
 - b. cart washing.
- 5. Indicate space needs for beverage distribution.

F. Emergency

- 1. Describe the level of emergency service to be provided.
- 2. Describe what provisions are to be provided for handling alcoholic or psychiatric patients, and for patients suspected of having T.B.
- 3. Indicate what space is available for ambulance services (i.e.; garages, sleeping facilities, communications, report preparation)

4. Describe the facilities for decontaminating patients exposed to nuclear or chemical accidents.

G. End Stage Renal Disease Unit

1. Designate the number of inpatient and outpatient treatment stations for both peritoneal and hemodialysis procedures.
2. Indicate space needs for Home Training Programs.
3. Describe procedure and space needs for reprocessing artificial kidneys.
4. Indicate space needs for equipment repair.
5. Describe water processing system(s).

H. Engineering-Maintenance-Housekeeping Departments

1. Describe storage needs for the following;
 - a. electrical supplies;
 - b. bio-medical components;
 - c. mechanical parts and supplies;
 - d. painting supplies;
 - e. carpentry materials; and
 - f. bulk cleaning supplies and cleaning equipment.
2. Describe space needs for the repair and reconditioning of equipment and furniture.
3. Describe maintenance and storage needs for the site (i.e.; lawn care, snow removal, vehicles, etc.)

I. General Stores

1. Describe the procedure, location(s), and space needs for receiving, storage, and breakdown of supplies.

2. Indicate the utilization of off-site storage facilities.
3. Describe the distribution system of supplies to the various departments.

J. Laboratory

1. Describe the location and procedures conducted at decentralized lab facilities.
2. Based on tests performed, substantiate the need for;
 - a. fume hoods;
 - b. biological cabinets; and
 - c. sterilizers.
3. Describe space needs for blood drawing and specimen collection.
4. Describe space needs for computerized and automated equipment.
5. Describe and provide plans for furnishings and major equipment not included in construction documents.

K. Laundry

1. Provide a list of items and quantities (pounds) to be processed each day.
2. List of all processing equipment and their capacity.
3. Describe space needs for the repair of linens, gowns, etc.
4. Describe any automated handling system(s) within the laundry.
5. Where linens are processed off-site, describe the storage facilities for clean and soiled linen.

L. Morgue

1. Indicate where autopsies will be performed.
2. If autopsies are all performed off-site, describe the facilities.

M. Neonatal Intensive Care

1. Describe the level(s) of care to be provided.
2. Describe the space needed for;
 - a. isolation;
 - b. examination;
 - c. formula preparation and storage;
 - d. mother's feeding; and
 - e. clean supplies.

N. Nursing Care Units - (MS including Rehabilitation, Ped, OB including LDRP, Psych, LTC)

1. Describe the proposed utilization of each unit (MS, Ped, etc.)
2. Provide floor plan for typical patient rooms and adjoining toilet facilities showing location of all furniture and plumbing fixtures.
3. Indicate the number and location of special use rooms, such as isolation, seclusion, and detention.
4. Describe space requirements for special treatments.
5. Describe space needs for patient activities, such as play room, day room, recreation, etc.
6. Describe the facilities for clean equipment storage, soiled utility and housekeeping.

O. Pharmacy

1. Describe the drug manufacturing, packaging, and dispensing systems which will be utilized.
2. Describe special storage needs in pharmacy. (i.e.; refrigeration, narcotics, volatile liquids)
3. Describe dispensing facilities available to outpatients.

4. Define the dispensing techniques for certain medications when pharmacy is closed.

P. Physical Therapy

1. Describe programs and their corresponding space. (i.e.; pediatric therapy, stress testing, speech therapy, occupational therapy, adaptive living, etc.)
2. Describe space needs for outpatient dressing, locker, toilet, and shower facilities.

Q. Radiology (including Nuclear Medicine, C/T Scanner, MRI, Ultrasound, Radiation Therapy)

1. Describe proposed treatments, diagnostic, and special procedures.
2. Describe the radiation shielding for all diagnostic and treatment areas.
3. Indicate what storage facilities are needed for radioactive materials
4. Indicate what areas are designated for the storage and preparation of contrast materials, both injected and ingested.
5. Describe where support for x-ray rooms will be installed, such as computers, transformers and processing.
6. Describe areas to be used for gowned and ungowned waiting.
7. Indicate where stretchers and wheelchairs will be stored when not in use, and between procedures.

R. Special Care Units

1. Identify the type of special care unit(s) proposed. (i.e.; intensive, coronary, burn, step-down, etc.)
2. Describe provisions for isolation.
3. Describe facilities for clean storage, equipment storage, soiled utility and housekeeping.

S. Surgery/Recovery

1. Describe special surgical procedures to be performed.

2. Describe the various types of outpatient surgical procedures as well as the process of registration, waiting, testing, preparation, changing, and recovery.
3. Describe provisions for x-ray and laboratory services in the suite.
4. Describe the space needs for anesthesia functions.
5. Describe the location and facilities for cleaning, processing and sterilizing surgical instruments including special or delicate instruments and scopes.
6. Describe the recovery area including location, number of stations, isolation needs, and ancillary spaces.
7. Describe facilities for clean equipment storage, clean storage, soiled utility and housekeeping.

T. Traveling Mobile Units (Cardiac Catheterization, CT, Lithotripsy, MRI)

1. Provide detailed drawings of the mobile unit, including handwashing.
2. Describe proposed treatments, diagnostics, and special procedures.
3. Indicate the needs for a sink equipped for handwashing on or convenient to the mobile unit. Handwashing facilities are required where invasive procedures are performed.
4. Describe space needs for outpatient dressing, locker, and toilet facilities.
5. Describe waste handling and storage.

U. Waiting Areas

1. Describe facilities provided for inpatient holding and outpatient waiting in related support service areas.
2. Provide barrier free toilet facilities nearby.